

## **Northwest Colorado Health**

### **Language Services Manager**

#### **General Statement of Duties:**

Responsible for the overall management of the staff and programs of Language Services. Language Services delivers interpretive and translation services to all Agency programs.

#### **Supervision Received:**

Reports to the Director of Health Center.

#### **Supervision Exercised:**

Interpreters.

#### **Essential Functions:**

1. Management of the Language Services functions including, but not limited to, developing and achieving strategic goals for the Language Services functions. Management of the Language Services programs such as effective communication compliance, bilinguals and cultural competency.
  - Management of Interpreters in day-to-day responsibilities including scheduling and assigning workloads to meet patient and program needs.
  - Review and make recommendations for Agency tools and systems related to language services including interpretation and translation.
2. Collaborate across all Agency programs to develop long term planning and strategies to ensure that services are utilized and meeting program need.
3. Participates in Performance Improvement process as needed to identify best practices or gaps in service for language services.

*This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.*

#### **Education:**

High School Diploma or equivalent required. College degree or related field experience preferred, not required. Relevant language education or experience required.

#### **Experience:**

Minimum of three years of related experience in interpretation field required, five years preferred; previous experience managing a team is preferred.

**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. TB test upon hire.

**Skills:**

1. Strong written and verbal Spanish communication skills.
2. Advanced writing and computer skills.
3. Experience with interpretation in a healthcare setting.

**Knowledge:**

1. Knowledge of timelines, development and program design.
2. Has completed the Bridging the Gap certification or equivalent.

**Abilities:**

1. Ability to effectively communicate both verbally and in writing.
2. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
3. Accepts responsibility of agency team member with and commitment to effective team functioning and results.

**Equipment:**

1. Daily use of telephone, copier, computer and other office equipment.

**Working Conditions:**

1. Position is in a well-lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date,  
(Print Name)

I have received the following job description for my present position.

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_